

Exam Public-Sector-Solutions Pass Guide | Latest Public-Sector-Solutions Exam Camp



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Salesforce Public-Sector-Solutions Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Public Sector Solutions - Product-Specific Systems Knowledge: Proficiency of public sector technical consultants in configuring systems for licenses, permits, inspections, grants management, employee experience, and emergency response will be tested. Understanding document processing, eSignature technologies, and reporting options is critical. Success in this area demonstrates expertise in delivering tailored solutions aligned with customer objectives and lifecycle requirements.
Topic 2	<ul style="list-style-type: none">Public Sector Solution Product Configuration: This section assesses the proficiency of public sector technical consultants in identifying and implementing the right Salesforce Public Sector Solutions components for business requirements. Skills in Omnistudio, Service Cloud, and automation tools are key. It tests the ability to create optimized configurations, action plans, and digital experiences that enhance service delivery.
Topic 3	<ul style="list-style-type: none">Public Sector Solutions Implementation Strategies and Best Practices: This domain measures the ability to implement Salesforce Public Sector Solutions using strategic approaches and industry best practices. Focus areas include PSS solutions, data sharing, security, scalability, and data quality. Demonstrating expertise in mapping business processes and designing robust solutions reflects the technical consultant aptitude for driving successful implementations in complex public sector environments.

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Salesforce Public Sector Solutions Accredited Professional (AP-222) Exam Sample Questions (Q99-Q104):

NEW QUESTION # 99

The City of Bobahaven is setting up Employee Experience Management and needs to ensure that sensitive HR data is protected. What configuration should the Technical Consultant perform to assist with meeting this requirement?

- A. Mirror the Org Chart into The Role Hierarchy
- B. Disable the Grant Access Using Hierarchies setting on the Case object
- C. Disable all approval processes on the Case object
- **D. Set the Organization-Wide Defaults (OWD) for the Case object to private**

Answer: D

Explanation:

Setting the Organization-Wide Defaults (OWD) for the Case object to private is a configuration that can help to protect sensitive HR data in Employee Experience Management. Employee Experience Management is a prebuilt app that comes with Public Sector Solutions. It can help public sector agencies to manage employee programs and benefits, such as leave requests or wellness surveys. The Case object is a standard object that can be used to track employee requests or issues in Employee Experience Management. Setting the OWD for the Case object to private means that only the owner of the case and users above them in the role hierarchy can access the case record by default. This can prevent unauthorized access to sensitive HR data by other users. Reference:https://help.salesforce.com/s/articleView?id=psc_admin_setup_employee_experience.htm&type=5&l

NEW QUESTION # 100

A public sector entity is looking to implement an Emergency Response management package. Which two features are available as part of the package for Volunteer Management?

- A. Volunteers can automatically claim reimbursements for the expenses.
- B. Chatbot for volunteers
- **C. Volunteers can sign up for volunteer projects and can report time spent on volunteer activities**
- **D. Automatically update the number of registered volunteers and volunteers needed when shifts are canceled**

Answer: C,D

Explanation:

In the Emergency Response Management package, key features for Volunteer Management include the automatic update of volunteer counts and the ability for volunteers to engage actively with projects. When volunteer shifts are canceled, the system automatically adjusts the count of registered volunteers and the number of volunteers needed, ensuring accurate and real-time management of volunteer resources.

Additionally, volunteers have the capability to sign up for projects and log their activity time, fostering an interactive and accountable volunteering environment. These features support effective and efficient volunteer coordination during emergency response efforts.

NEW QUESTION # 101

When configuring an Inspection, the administrator wants a Violation record to be automatically generated when an Inspector indicates that a standard requirement failed or an issue was identified. What is the recommended approach for configuring the Inspection to achieve this requirement?

- A. Create a new Violation Type record and associate it with an appropriate Assessment Indicator Definition. Select the "Auto-generate" checkbox so it will generate a Violation record whenever the Assessment Indicator Definition fails.
- B. Build an auto-launched Flow that will get all of the assessment questions in an Inspection. For each question that has a result marked as "Issue" or "Fail", generate a Violation record.
- **C. In the "Results" picklist field of the Inspection Assessment Indicator object, edit the "Fail" and "Issue" picklist values and select the "Violations" checkbox for the values to generate a Violation record when selected.**
- D. In the Action Plan Template, add the associated Assessment Task Definitions to be performed. Select the "Violations"

checkbox so it will generate a Violation record whenever the Assessment Task Definition fails.

Answer: C

Explanation:

In the "Results" picklist field of the Inspection Assessment Indicator object, edit the "Fail" and "Issue" picklist values and.. This selection keeps the implementation declarative and within the intended Public Sector operating model.

The Core Concept Explained: Action Plans standardize repeatable work. They package tasks, dependencies, due dates, and document checklist requirements so staff do not rely on memory or one-off manual steps.

Step-by-Step Technical Analysis: Start by defining the target object that owns the operational work. Build or select the Action Plan Template, add the required tasks or Document Checklist Items, publish the template, and then automate or guide its association to the live record. Test that owners, due dates, dependencies, and applicant-facing upload prompts behave correctly. Configure the appropriate assessment question status/result picklist value to create a violation when selected.

Why the Incorrect Options Are Wrong: A may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. C may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer.

NEW QUESTION # 102

A Public Sector Organization (PSO) has recently deployed Grants Management from Public Sector Solutions within their Salesforce Org and has launched their publicly available Grants Portal. The PSO would like to ensure that they meet their statutory requirements and perform their due diligence, as they now have Organizations registering via their portal. The PSO's statutory and due diligence processes include verifying the details of the Organization as well as requesting, collecting, and storing documentation about the Organization. The PSO would like to track these activities separately, as these processes can be run in parallel. Which feature available in PSS would the Technical Consultant configure to meet the PSO's requirements?

- A. A Path targeted at Account
- **B. An Action Plan targeted at Account**
- C. An Action Plan Template targeted at Account
- D. A Support Process targeted at Account

Answer: B

Explanation:

An Action Plan targeted at Account. This maps the scenario to the Salesforce-native capability that owns the requirement.

The Core Concept Explained: Action Plans standardize repeatable work. They package tasks, dependencies, due dates, and document checklist requirements so staff do not rely on memory or one-off manual steps.

Step-by-Step Technical Analysis: Start by defining the target object that owns the operational work. Build or select the Action Plan Template, add the required tasks or Document Checklist Items, publish the template, and then automate or guide its association to the live record. Test that owners, due dates, dependencies, and applicant-facing upload prompts behave correctly. Configure an Action Plan targeted at Account, based on an Action Plan Template for the due diligence process.

Why the Incorrect Options Are Wrong: A may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. B may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer. D may look related, but it does not place the logic in the correct declarative Public Sector or OmniStudio configuration layer.

NEW QUESTION # 103

Bobahaven wants to implement the Grants Management module of Public Sector Solutions. They would like to allow constituents to apply online for grants and check the progress of grant applications. The Chief Marketing Officer and Head of Constituent Services have expressed their concerns about the security of the solution. They want to ensure they comply with privacy regulations around the storage and use of constituent's data, and they are wondering how to protect against bots potentially spamming the application forms. What should the Technical Consultant suggest to Bobahaven to protect the application forms?

- A. Provide constituents with a search page on Bobahaven's website to look up application reference numbers and check the applications progress.
- **B. Implement spam checking for Bobahaven's Experience Site forms using CAPTCHA.**
- C. Enable the Salesforce Spam Check for Experience Sites.
- D. Deploy grant application OmniScripts on Bobahaven's Experience Site pages set to 'Requires Login.'
- E. Set the external organization-wide default sharing settings for grant applications objects to Private.

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